

IKEA kitchen guarantee information

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Appliances, sinks, taps, worktops,
frames, fronts and fixed inside



Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET kitchen system. All indoor kitchen mixer taps have a 10-year guarantee and IKEA appliances have a 5-year guarantee. (TILLREDA and LAGAN home appliances have a 2-year guarantee).

The guarantee requires that the care instructions that come with the products are followed and that the products are used at home.

For more detailed warranty conditions, please consult this booklet.

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The METOD kitchen system has a 25-year guarantee.

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The ENHET kitchen system and kitchen mixer taps have a 10-year guarantee.

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IKEA appliances have a 5-year guarantee.

Kitchen drawers, cabinets, fronts, worktops and sinks

How long is the guarantee valid?

The guarantee remains in force for the number of years stated and is valid from the date of purchase. The guarantee is only valid when the purchase can be verified by presenting a proof of payment, order confirmation or other proof of the origin of the product and the date of purchase. If you used your IKEA Family membership card for your purchase, the purchase details will be saved in your member profile and you will not need a receipt.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in materials and workmanship.

25-year guarantee

This guarantee covers all the following parts of the METOD kitchen system:

- Cabinet frames (except for VADHOLMA and TORNVIKEN)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- EXCEPTIONELL fully-extending push-to-open drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- Worktops
- Sinks (except FYNDIG sinks)
- VÅGLIG connecting rail for fronts

10-year guarantee

ENHET kitchens, UTRUSTA wire baskets, TORNVIKEN and VADHOLMA open cabinets come with a 10-year warranty.

5-year guarantee

Fully integrated dishwashers with UTRUSTA electric push opener and BEHJÄLPLIG sliding hinge are guaranteed for 5 years.

Products not covered under 25, 10 or 5 years guarantee:

Knobs, handles, KNOXHULT kitchen, SUNNERSTA kitchen and FYNDIG sink.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product

or replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

After Sales service

In order to offer functional products that meet your needs and expectations we renew our product range every year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts. This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, mouldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

What is not covered under this guarantee?

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

Follow our assembly instructions, installation instructions and care instructions carefully. This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

This guarantee does not cover incidental or consequential damage.

How country, provincial and state law applies

The buyer has rights under Chapter 5 of the Consumer Protection Act, which are not limited by this guarantee.

If you need more information

Contact IKEA Customer Service or your nearest IKEA store. Contact details can be found in the IKEA catalogue and on IKEA.fi

Kitchen mixer taps

How long is the guarantee valid?

The guarantee for indoor kitchen mixer taps purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. The guarantee is only valid when the purchase can be verified by presenting a proof of payment, order confirmation or other proof of the origin of the product and the date of purchase. If you used your IKEA Family membership card for your purchase, the purchase details will be saved in your member profile and you will not need a receipt.

Which kitchen mixer taps are not covered under this guarantee?

The guarantee applies to all IKEA kitchen taps, except taps purchased before 1st of September 2014.

What is covered under this guarantee?

The 10-year guarantee is valid for all kitchen mixer taps at IKEA. This guarantee applies to domestic use only and covers defects in material and workmanship in all kitchen mixer taps. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

Follow our assembly instructions and care instructions carefully. This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

The 10 year guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

What will IKEA do to correct the problem?

IKKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. This does not apply to any work not authorized by IKEA. Replaced tap becomes the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

Certification

All taps sold in IKEA units have type approval from VTT or KIWA. Type approval indicates that the product meets the requirements of Finnish building regulations and thus facilitates the work of building inspectors, for example. The type-approval decision also includes information on the sound level group of the tap.

Type-approvals can be found at: kiwa.com/fi or sertifikaattihaku.fi

How country, provincial and state law applies

The buyer has rights under Chapter 5 of the Consumer Protection Act, which are not limited by this guarantee.

How to reach us if you need assistance

Contact IKEA Customer Service or your nearest IKEA store. For contact details, see the IKEA catalogue and IKEA.fi

Appliances

How long is the guarantee valid?

This guarantee is valid for five (5) years from the original date of purchase of the IKEA appliance from IKEA. TILLREDA and LAGAN appliances have a two (2) year guarantee, valid from the original date of purchase.

The original sales receipt is required as proof of purchase.

If service work is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.

What is covered under this guarantee?

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?"

During the warranty period, the warranty covers the cost of repairing the fault, such as repair work, spare parts, labour and travel costs, provided that there are no special costs for access to the home appliance. These conditions are subject to the EU Directive (No 99/44/EC) and the corresponding local legislation. The replaced parts become the property of the IKEA Group.

Which appliances are covered under this guarantee?

All IKEA appliances, with the exception of TILLREDA and LAGAN, are covered by a two (2) year warranty.

Which appliances are not covered under this guarantee?

Appliances purchased in an IKEA unit before 1st of August 2007. For appliances named TILLREDA or LAGAN, a guarantee is valid for two years from the date of purchase.

What will IKEA do to correct the problem?

The designated service company will examine the product and decide, at its sole discretion, if it is covered under this guarantee.

If considered covered, the designated service company through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered, provided that the appliance is accessible for repair without special expenditure.

If the product is installed in a not standard built-in solution the customer has to make the product accessible before the service visit.

Who will execute the service?

The designated service company will provide the service through its own service operations or authorized service partner network.

What is not covered under this guarantee?

- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electro-chemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.
- Consumable parts including batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible colour differences.
- Accidental damage caused by foreign objects or substances and cleaning or unblocking of filters, drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings. Unless such damages can be proved to be due to production faults.
- Cases where no fault could be found during a technician's visit.
- Repairs not carried out by our appointed service providers and/ or an authorised service contractual partner or where nonoriginal parts have been used.
- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.
- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport. However, in case of IKEA delivery of the product to the customer's delivery address, then eventual damages to the product that occurs during this delivery will be covered by IKEA, (but not under this guarantee). For claims under this last particular condition the customer should contact IKEA Customer Service at IKEA.fi
- Cost for carrying out the initial installation of the IKEA appliance.

These restrictions do not apply to fault-free work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

How country law applies

The buyer has rights under Chapter 5 of the Consumer Protection Act, which are not limited by this guarantee.

Area of validity

For appliances which are purchased in one EU country and taken to another EU country, the services will be provided in the framework of the guarantee conditions normal in the new country. An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- the technical specifications of the country where the guarantee claim is made.
- the assembly and installation instructions and safety information that come with the appliance.

How to reach us for before buying if you need advice

Contact IKEA Customer Service or your nearest IKEA store. For contact details, see the IKEA catalogue and IKEA.fi

How to reach us if you need service support after buying

Please ring the number given in the documentation that comes with the product. To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us. Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8 digit number on your receipt as well as on the rating plate of the appliance.

Save the receipt

The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase

IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt. If you have any problems or are not satisfied with the product, please contact: IKEA.fi

